

The DEScriber

2002 Legislative Wrap-Up

By Dianne Smith

The 2002 Arizona State Legislative Session, which came to a close May 23rd, featured several bills affecting and/or of interest to DES and its employees. The DEScriber asked Dianne Smith, DES Chief of Legislative Services, to briefly summarize those recently enacted statutes relevant to DES:

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Dianne Smith, Legislative Services

In Brief

Our thoughts
and prayers
go out to
those affected
by the
Rodeo-
Chedeski
wildfires.

DES Sponsored Bills

HB2905—DES; child support enforcement—Chapter 227: Includes the following provisions: clarifies the procedures and time period for requests for administrative reviews of the distribution or disbursement of support; extends the time period for return of child support payments when DCSE or the Clerk of the Court is unable to locate a custodial parent from 3 months to 120 days; allows the state to apportion court ordered child support in cases where a support order includes multiple children and at least one child remains with the custodial parent, and at least one is in foster care; allows child support to be passed through to a family on TANF cash assistance who has a child ineligible for cash assistance

as a result of the TANF Family Benefit Cap (Kid Cap).

SB1020—interstate adoption placements—Chapter 94: Repeals statutes relating to reimbursement and notification of costs related to out-of-state adoptions of Arizona newborns in order to conform to statutory changes eliminating the ability of AHCCCS to recover those costs. (Conforms statute to Laws 2001, Chapter 84).

Other Bills of Interest

SB1095—ASRS; federal conforming changes (retirement)—Chapter 213: Extends the return to work program that allows all ASRS

Director's Column

By John L. Clayton

There is always so much that I want to share with you about events and situations that impact all of us at DES. Let me start by expressing my deep concern for the tragic situation regarding the forest fires in the northeastern part of the state that have had such a devastating effect on so many families.

Since our work takes us into virtually every community in the state, many of our staff and clients have also been severely affected. We have relocated our clients and personnel in order to continue providing necessary services along with other government and community-based organizations to those people in need. I am very proud of the professional and caring manner in which our staff has continued to perform their duties, and I ask all of you to join me in keeping them in our thoughts.



"I am very proud of the professional and caring manner in which our staff has continued to perform their duties, and I ask all of you to join me in keeping them in our thoughts."

On a more cheerful note, congratulations are in order for two of our unique programs. The Arizona Early Intervention Program (AZEIP) recently received national recognition as a "Best of Breed" program from the Center for Digital Government. AZEIP was recognized for its leadership in "coordinating technology across multiple agencies to provide a comprehensive statewide system of early intervention services." I am extremely proud of this program, which coordinates the efforts of five state agencies and multiple providers to bring early intervention services to Arizona's children with disabilities. In addition, Arizona Families F.I.R.S.T., a recent winner of the prestigious Governor's Spirit of Excellence award, is a regional semifinalist for the Council of State Governments' 2002 Innovations Awards Program. Arizona Families F.I.R.S.T. is an innovative community-based program that gives families the opportunity to overcome substance abuse in order to achieve the goals of permanency for children, family reunification and self-sufficiency. The commitment to excellence demonstrated by these two exemplary programs is an inspiration to us all. If you have the opportunity, please take

the time to acknowledge the staff members of these worthy award-winning programs.

Finally, Dianne Smith, Chief of Legislative Services, has provided an excellent overview of the 2002 Arizona Legislative bills that affect DES in the cover article of this DEScriber, so I will not spend time here commenting on those bills. However, I want you to know that we fought hard and were successful on many fronts in protecting the interests of both those we serve and our employees. While we are obligated to shoulder our fair share of the reductions necessary to balance the FY03 state budget, we believe we will find a way to manage as well or better than we ever have. This will require some creativity, in addition to our usual dedication, since the required cuts are substantive. Toward that end, our Executive Team has worked diligently to identify ways to meet our reduction requirements while minimizing the potential negative impacts of the budget cuts. As of this writing, we are close to identifying the best approach to meet our mandated reductions. In the meantime, please know that we will continue to do all in our power to protect the interests of those we serve, and those of our employees.

AzEIP Called "Best of Breed"

The recently released 2002 Digital State Survey, conducted by the Progress and Freedom Foundation and the Center for Digital Government, ranked the state of Arizona first in the nation in their Social Services category. Arizona shared its first place ranking with Kansas, Michigan, Virginia and Washington.

The DES Arizona Early Intervention Program (AzEIP) was recognized as being a major contributor to Arizona's number one ranking in the Social Services category of the survey. In fact, the survey named AzEIP as a 2002 "Best of Breed" program for its leadership in coordinating information technology across multiple agencies to provide a comprehensive statewide system of early intervention services for families with children who have disabilities or developmental delays. Congratulations to AzEIP Director Molly Dries and the rest of the AzEIP staff whose hard work brought about this positive recognition.

More information about AzEIP is available on their website at <http://www.de.state.az.us/azeip/>. For more information about the Digital State Survey, Best of Breed programs, rankings and more, please visit the Center for Digital Government website at <http://www.centerdigitalgov.com/center/digitalstates.phtml>.

Dr. Russell Receives University of Phoenix Distinguished Alumnus Award

By Gloria Díaz

Dr. Ray Russell, a DES employee with the Office of Organization and Management Development (OMD), was chosen as this year's recipient of the University of Phoenix's Distinguished Alumnus Award. The award was presented at a banquet held on May 17 in honor of Dr. Russell.

The University of Phoenix nominating committee cited Dr. Russell's award-winning book, *The Miracle of Personal Leadership*, as one of the many accomplishments that led to Dr. Russell being honored.

At DES, Dr. Russell currently assists OMD to deliver employee and management development training programs and he works with teams and workgroups to solve issues.

In recognition of his award, Dr. Russell was presented with a \$750 check to be donated to a charity of his choice. Dr. Russell chose to donate the check to the Boy Scouts of America, an organization he has long supported.

Dr. Russell stands in good company as a recipient of the University of Phoenix Distinguished Alumnus award. Previous recipients include State Representative Russell Pearce as well as Mary Peters, who was recently appointed by President Bush as Administrator of the Federal Highway Administration. Congratulations Dr. Russell!

Coolidge DES Employee Wins \$4.3 Million Lottery Jackpot

Paula Carter, a DES employee at the Coolidge Division of Developmental Disabilities office, won a \$4.3 million jackpot May 18, 2002, by matching all six numbers of the Arizona Lottery's The Pick drawing. Speaking about the event, Carter said, "I wish everybody could have a chance to win the Lottery—it's such a thrilling experience."

By selecting the cash lump sum on her game ticket, Carter received a check for \$2.2 million, before taxes, at the Tucson Lottery office. The 61-year-old Carter said she intends to continue working at her post for DES until she is 65. She plans on setting aside most of her winnings for her retirement, after using some of the money to help out her family members.

Carter purchased the winning Quick Pick ticket at the Bottle Stop on 474 S. Coolidge Blvd. in Coolidge. The winning numbers were 07-08-15-18-32-40, and the Bonus Ball was 01.



Paula Carter, DES Employee-turned-millionaire

Exchange Student Overcomes Autism; Becomes DES Computer Programmer

By Mark Drazeski

A Rough Start in China

Yeou-Luen Ni, or Robert as his friends know him, is a 35-year-old man with autism. Robert was born and raised in the Chinese province of Taiwan, and was diagnosed at two years of age with early infantile autism. Indications of early infantile autism include not making eye contact, having no meaningful language and not making any attachments.

Unfortunately, there was no special education or formal support at that time in Taiwan for autistic children. As a result, Robert's mother, Jung-Hsien Ku, gave up a lucrative career to dedicate herself to Robert and learning about basic behavior management techniques so she could help him. As a pioneering advocate and a tireless teacher, Jung-Hsien Ku worked closely with doctors and educators to keep a support team intact for Robert to help him reach beyond his disability.

Robert Enters the University

While being schooled in inclusive classrooms, it was discovered Robert's interests and aptitudes are in manipulating numbers. He also has an excellent memory. Robert was eventually able to pass the extremely competitive college entrance exams, and he enrolled at Tunghai University. In 1991, Robert became the first individual with autism to graduate from the university, and he even graduated in the top 20% of his class.

Coming to America

Robert's family began exploring resources, opportunities and techniques for individuals with autism in America. One program in particular interested them, a special education research program at Arizona State University (ASU). It seemed like a good venue for Robert to

further his education in math, engineering and computer sciences. Robert came to Arizona after being awarded a scholarship to study abroad from the Taiwan Ministry of Education in July 1995.

Robert's first major challenge was to learn English. This often proves to be a daunting task for someone who does not have a disability, but Robert worked hard and now converses very well in English. He even achieved a 3.30 grade point average while working on his Master's Degree in Computer Science at ASU.

DES/DDD Gets Involved

In December of 2001, the DES Division of Developmental Disabilities (DDD) became aware of Robert's need to expand his social and community inclusion. Though a capable student with good credentials who communicates comfortably with his family, Robert lacked the social skills to ease the trepidation of prospective employers. They were not able to see Robert as the trained computer programmer because of the characteristics of autism.

To assist Robert and his family, DDD

Intake Supervisor Barbara Croom consulted with Mark Drazeski from Community Living Development Placement. In conjunction with Robert and his support team, the pair pursued the primary goal of searching employment for Robert. Several job searches led to dead ends before David Gonzales, DDD Application Development Manager heard about Robert and his situation. Gonzales did not have any open positions in his office at the time, but was able to offer Robert the chance to work as a volunteer programmer and quality control analyst.

Robert's employment with DDD has proven to be a real boost to his self-esteem and quality of life. He attends work faithfully, takes pride in his work and does extra library research to learn more about computer language systems.

Robert's interactions with co-workers have given him excellent opportunities for mentoring and for dealing with the sometimes fast-paced staff meetings. Both his co-workers and family are impressed with Robert's social growth and adaptation to new environments.



Robert, front row-center, with (clockwise from left): Dennis Sylvia, Mark Drazeski, and David Gonzales. Robert has overcome autism to become a computer programmer for DES

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retired members who have achieved normal retirement to return to work one year after terminating employment. The member continues to receive all retirement benefits, but does not make any retirement or LTD contributions. The member receives a salary they negotiate with the ASRS employer, but the member does not accrue any additional benefits, nor is the member eligible for LTD benefits.

HB2610—boot camps—Chapter 279: Modifies the definition of a child welfare agency to close loopholes. Excludes from the definition of a child welfare agency, subject to licensure, private agencies that provide social enrichment or recreational opportunities only and do not use restrictive behavior management techniques. Requires an agency or foster home providing treatment or using restrictive management techniques to obtain a license through DHS or DES.

SB1037 NOW: Arizona Works Program—Awaiting Governor action Effective October 1, 2002, eliminates the Arizona Works eligibility function and policy. Requires DES to solicit bids for privatization of the Jobs case management functions and the TANF child care program. Requires DES to continue providing case management and employment services in areas of the state when no qualified providers submit proposals. Provides DES employees displaced by the Jobs Program privatization with priority consideration for employment with private providers.

SB1022—CPS; investigations; notification (Hartley)—Chapter 191: Effective October 1, 2002, requires DES to summarize the outcome of an investigation for the person who reports suspected child abuse or neglect if they are the child's parent, guardian or custodian.

HB2414 NOW—agency reports; web site posting—Chapter 116: Requires all state agencies that maintain an agency web site to post a copy of any annual report of activities. Prohibits an agency that posts a copy of an annual report from distributing

copies, with the exception of the Governor, the President of the Senate and the Speaker of the House of Representatives and the Arizona State Library, Archives and Public Records (ASLAPR). Requires the agency to notify the Joint Legislative Budget Committee director of any savings related to posting the report on the agency web site.

HB2347 NOW—auditor general; powers; evaluations; reviews—Chapter 245: Removes the requirement for the Auditor General (OAG) to conduct a programmatic evaluation of the Healthy Families Program and the Family Group Decision Making Program. Expands the information DES must prepare for the Family Group Decision Making Program report. Transfers responsibility for preparing and maintaining the information from the OAG to DES.



Dianne Smith, Legislative Services

SB1177—auditor general; special research requests—Chapter 164: Requires the Auditor General (OAG) to perform “special research requests” at the request of the Joint Legislative Audit Committee (JLAC). Allows, at the request of the Speaker of the House or the Senate President, the OAG to disclose information in the special research request working papers and audit files to the House Speaker and Senate President and the JLAC chairman.

SB1028—support; conforming changes—Chapter 310: Modifies the timeframe a petitioner has to pay fees related to transferring postadjudication proceedings and makes various technical and conforming changes. Provides for the automatic termination of a child support order when an obligee and obligor marry each other (original SB1029).

SB1088—child support; domestic relations; committees—Awaiting Governor action Establishes the Child Support Committee and the Domestic Relations Committee, their members and their duties until Dec. 31, 2007; repeals the Child Support Enforcement and Domestic Relations Reform Committee; the Child Support Council Subcommittee and the Domestic Reform Study Subcommittee; adds members. Includes other bills that address spousal maintenance issues by the superior court.

SB1287—adoption—Chapter 173: Prescribes the form for a notice to a potential father of a planned adoption. Obligates the potential father to complete a paternity action if consent to adopt is withheld. Clarifies that sexual intercourse serves as notice of pregnancy to the putative father. Reduces the age at which a confidential intermediary may contact an adopted person from 21 to 18 years of age.

HCR2047—tobacco products tax; health services—Referred to the ballot Establishes the Tobacco Tax Product Fund for receipt of an additional tax of 1.5 times the current rate on tobacco products (a \$.60 increase on cigarettes). Allocates fund monies as follows: 42 percent to the Proposition 204 Protection Account, 27 percent to the Medically Needy Account, 20 percent to the Emergency Health Services Account, 5 percent to the Health Research Fund, 4 percent to the Health Care Adjustment Account, 2 percent to the Health Education Account. Requires the Legislature to establish a Tobacco Revenue Use, Spending and Tracking Commission by January 1, 2004 to consult with DHS on the goals and activities of the Health Education Account programs.

Tech Talk

Three Microsoft Office Tips



By Richard Porterfield

I often read about all sorts of, what I believe to be, interesting and helpful hints to use with Microsoft Office products. Below are three such tips:

How to Find Outlook's Space Hogs

When it's time to clean up your mailbox, do you have trouble finding and deleting the messages that take up the most space? Here's a fast way to expose the space hogs hiding in your Outlook folders:

- ◆ On the **Tools** menu, click **Advanced Find (Find Items)** for Outlook 97 & 98)
- ◆ Click the **More Choices** Tab
- ◆ In the **Look for:** box, click **Messages**
- ◆ Click **Browse** then select Outlook Today [Mailbox - Username] or Personal Folder from the folder list. If you have both you will need to do the search twice; once for the Outlook Today [Mailbox - Username] and once for the Personal Folder
- ◆ In the **Size** list, click **greater than**, and then type a number such as **800** (for files that are 800k or larger).

- ◆ Click the **Find Now** button.

Sending Messages with a Shortcut

If you send email to the same person all the time (like your boss), try this shortcut. In Outlook 2000 and 98, you can create a desktop shortcut that will open a blank, preaddressed message that's all ready to send to your favorite email address.



Simply right-click in a clear area of your desktop and then select **New** and **Shortcut** from the pop-up menu. In the text box, type **mailto:** and enter the email address of your choice, leaving no spaces (e.g., **mailto:boss@mail.de.state.az.us**). Click the **Next** button and chose a name for your shortcut (such as "Boss"). Click **Finish**, and a new shortcut will appear on your desktop. Double-click the icon, and Outlook will open with your recipient's address already in the "To:" text box. Just compose and send as normal. Pretty nifty, eh?

Calculating Age With Excel

Here's an easy way to calculate someone's age using Excel's **DATEDIF** function. Go to cell A1 and type in the birthday (MM/DD/YYYY). Now, move to cell A2 and enter:

```
=datedif(a1,today(),"y")
```

and press ENTER. Excel will display the age in cell A2.

This formula is also used to calculate the number of years between two dates. Just substitute 'a3' for 'today()'. Cell A1 should contain the older date and cell A3 should contain the other date. The formula compares the difference between dates. The 'y' parameter calculates the difference in terms of years. You could also calculate the difference in terms of days--use "d" in place of "y"; or calculate the difference in terms of months--use "m" in place of "y."

I have never seen the **DATEDIF** function documented before. I couldn't find a reference for the function in Excel's Help either.

Robert from | page 4

Robert's sister, Yo-Yi, who lives with Robert and supports him with direction and structure in his life outside of work, reports that Robert has gained the self-esteem and happiness that comes from feeling like a contributing member of the community.

Though Robert will always have to deal with autism, through his hard work, the dedication of his family, and the efforts of DDD staff members, Robert can now enjoy a more fulfilling and productive life in society. Way to go Robert! Keep up the good work!

DES Announces New Training Program: "Leadership for the Future"

By Gene Hensley

DES has recently announced a new leadership training program, "Leadership for the Future." This program has been long overdue.

There are many employees within DES who have the ability and skills to be future leaders, and, whether we like to admit it or not, many of our supervisors and managers are nearing retirement age or are moving on to other opportunities. Who will take their place when the time comes? The answer, of course, is you.

Current DES employees who are working in line positions, entry-level positions, etc. will eventually be needed to step into leadership roles. However, preparation is required to move into a

position of leadership. The old saying "leaders are born" is not completely true. Leaders are made, and the new leadership preparation training program will play a very important part in turning current DES role players into its future leaders.

Those who have the aspiration to move up and provide future guidance for the Department will learn what is required of a leader and about the awesome responsibility involved in being a leader within DES. The program will develop leadership skills such as decision making, communicating vision and direction, team leadership, problem solving and much more, so that, when the time comes, you know what is expected and you can hit the ground running.

I strongly urge anyone whose goal is to move into a leadership position to take advantage of this exciting new program.

Managers and supervisors, if you have employees you feel have leadership qualities, encourage them to consider applying for this important program.

I have heard many DES employees express the need for a leadership development program, and it's finally here. When the selection process is announced, I hope you will consider taking advantage of this important building block in your career and future with DES.

OPAC Offers Procurement Training Series

By Richard Szawara

The Contracts Management Section (CMS) of the DES Office of Procurement and Administrative Counsel (OPAC), as part of its ongoing effort to promote excellence in procurement at DES, has been conducting its "CMS Procurement Training Series" for interested DES personnel.

The most recent set of classes began in January 2002 and continued through May 2002. Training occurred until all interested personnel were provided the opportunity to attend.

The "CMS Procurement Training

Series" consists of four classes as follows:

- ◆ Chairing Evaluation Committees
- ◆ Conducting Pre-Proposal Conferences
- ◆ Developing a Scope of Work
- ◆ Evaluating Proposals

The four classes are designed for Departmental personnel who participate in or supervise the following activities: preparation of solicitations, being a solicitation contact person, conducting pre-proposal conferences, and chairing or serving as members of evaluation committees.

CMS wishes to thank all who have attended the training classes thus far. Each class has seen a significant and diverse attendance of program and procurement personnel. We look forward to continuing to partner with the Divisions in an effort to elevate the knowledge and skill set needed for the procurement of human services.

CMS continues to extend a welcome to anyone in the Department who would like to participate in the training series. Anyone with questions about the training series may contact Cynthia Pullen at (602) 364-0176 or at cpullen@mail.de.state.az.us.

Governor Hull Releases Teleworking Mandate

By John Corbett

Governor Jane Dee Hull and the Office of Travel Reduction Programs, in conjunction with the new High Pollution Advisory Program, recently announced the enhanced Telework Mandate for all State employees in Maricopa County. Under the previous mandate, 15 percent of all State employees in Maricopa County had to be actively teleworking (telecommuting). The new mandate, set in motion by Executive Order 2002-08, increases the goal number to 20 percent.

“As one of the major employers in Arizona, state government values telework as a way to increase employee morale and productivity, reduce costs, and increase efficiencies and improve our air quality,” Governor Hull stated.

Telework has proven to be a tremendous success in our state government. The State of Arizona’s program has served as a model and resource for employers on an international basis for over a decade. Currently, 3,300 employees (about 15.5 percent of the State of Arizona employee workforce in Maricopa County) are teleworking. It is estimated that State teleworkers annually drive 4.3 million fewer miles, generate 117,000 fewer pounds of air pollution and endure 145,000 fewer hours of stressful rush-hour driving time.

For more information regarding Travel Reduction Programs or Governor Hull’s mandate, please contact John Corbett at (602) 542-7433.

Capitol Rideshare's Clean Air Campaign Challenge

Capitol Rideshare announced their summer season Clean Air Challenge for State employees with the motto of “One Week Can Make A World of Difference.” The focus this summer will be on participation during two scheduled Challenge Weeks, June 24-28 and July 22-26. It is hoped that employees will change the way they commute to work (e.g., telework, ride the bus, ride a bike, carpool, walk) at least one day during each of the Challenge Weeks to help reduce air pollution.



Those who participate during the Challenge Weeks can fill out a Challenge coupon and submit it to Capitol Rideshare for the opportunity to win shopping, dining, entertainment and other prizes. There will be over 100 prizes each week for State employees. Those participating all five days during either of the Challenge Weeks will be entered into a special bonus drawing for a \$100 shopping spree. In addition to the prizes, you may discover that sharing a ride just one day a week is not so difficult after all!

For more information about the Clean Air Challenge or Capitol Rideshare, please contact the Capitol Rideshare office at (602) 542-RIDE (7433), or visit their website at <http://www.capitolridesshare.com>.

Diversity Initiative Program Awareness Posters

By Van Braswell

The Division of Employee Services and Support recently released a colorful poster to help promote awareness among employees about the DES Diversity Initiative Program. The posters assist by providing a visual message highlighting the program's theme, "DES DIVERSITY—Reaching Beyond Our Differences."

As the largest state agency in Arizona, consisting of employees, customers and stakeholders who represent a myriad of cultures, DES has an exciting opportunity to embrace our Diversity Guiding Principle: "Diversity is a strength—We pledge to value, trust, understand and appreciate the uniqueness of our employees, customers and stakeholders." By following this principle, we



can all share the vision that "DES is a world class leader in diversity practices."

Please place the Diversity Initiative Program posters in a location that is visible to both employees and customers so we can all help share the DES vision.

To order additional posters, for information about DES sponsored diversity events or for other related information, please contact Linda Bostic at the Office of Organization and Management Development (OMD) by phone at (602) 229-2700, by fax at (602) 254-9378 or by email at lbostic@mail.de.state.az.us.

Kingman and Show Low Job Services Step Up

By George Thorne

In Kingman, the DES Job Services Office has been working with the local high school to help prepare students for the job search process. The office first teaches classes covering topics such as applications, grooming standards, resume writing, interview do's and don'ts, and the resources that are available to secure gainful employment. Staff members return to the school at a later date to conduct mock interviews with the students. This allows the students to practice what they have learned in the classes.

During the mock interviews, the staff members review, grade and make recommendations to students and teachers regarding their appearance, applications, resumes, interview skills, cover letters, letters of recommendation, thank you letters and letters of interest. The students with the top mock interview scores then move on to a final round. The program seems to be popular with both the students and the DES staff members. And in Show Low . . .

The DES Office conducted their 11th Annual Job Fair at the Northland Pioneer White Mountain College Campus in April. Diane Miller, Northland Pioneer Career Services Coordinator, noted that more than 50 different exhibitors participated in the event. Miller said that, in addition to the exhibitors, they "had job seekers, college students, community members, and a variety of people looking for jobs or information about career opportunities."

Staff member Don Hatton stated that they "had a blast doing public relations for DES, getting involved with the employers here and reminding everybody here that we do have quite a database collected of job seekers. . . that can fill a lot of positions." Hatton said that "all different kinds of positions are available here and this is going to be great [for the community]."

Hatton further said that the office was "looking forward to getting a lot of people placed in some really nice jobs, things that they will enjoy doing." He said he thought the "employers wind up loving us because we pre-screen the applicants, and the applicants love us because we actually get out in the community and we look for jobs for the people [we serve]."

Employee's Corner

Editor's Note: This issue of the DEScriber marks the beginning of a new section called "Employee's Corner." If you have a story idea for a future issue, please contact the editor.

Kathy Waite-30 years of dedication

A reception was held to honor Kathy Waite, Manager for the Office of Policy, Planning and Project Control, for her 30 years of dedicated service to the state. Deputy Director Bruce Liggett presented Kathy with Certificates of Appreciation from the Governor's Office and DES Director John Clayton. The Pride Committee presented Kathy with a gift of recognition for her service as well. The reception drew many former DES employees out of retirement for the day to help celebrate the event with many of Kathy's current co-workers.

Deputy Director Bruce Liggett presents Kathy with a Certificate of Appreciation from DES Director John Clayton.



Wilma Taylor Celebrates 80th Birthday

Wilma Taylor, a 30-year DES veteran who has been with the DBF Financial Services Administration (FSA) since its inception, recently celebrated her 80th birthday. Taylor's co-workers surprised her that day with a party and some strawberry shortcake, one of her favorite treats.

An appreciative colleague says that Taylor "continues to light everyone's heart with her bright smile, cooperative nature, drive for excellence in her work and the fullness of her active life."

Taylor's vivacity shows as she climbs the four flights of stairs at DES's 1789 W. Jefferson building twice a day, even though most of her younger counterparts opt to use the elevator.

Happy 80th Wilma, you are an inspiration to us all!



Wilma Taylor (above) enjoys some strawberry shortcake with friends at her 80th birthday party

Bragging Writes



To Henry Laroque and Ron Barber, Division of Developmental Disabilities, Tucson

"Mr. Enrique Laroque has been amazing in my sister's case. My family and I appreciate his hard work. I know he is a valuable asset in his employment because he is a great caseworker and he is a good caring man and always going that extra-mile to find the help for the needing people. Mr. Barber, we congratulate you for being a good Director of this wonderful team of workers. They are so caring because you are the best. God bless you!"

G

To Peggie Feenan and Louie Rivera, Division of Employment and Rehabilitation Services, Sierra Vista

"I would like to give thanks to the persons who helped me get my apartment and get my life on track. I would like to give my appreciation to Peggy and Louie. They were and are most helpful and understanding with my situation. They have been very nice and considerate. They make me feel comfortable at appointments. Thank you very much."

E.H.

To Ella Jones, Division of Employment and Rehabilitation Services, Phoenix

"I would like to take a moment to let you know what a great employee Elise is. She helped me above and beyond the call of duty. It is not often that people take time to help out as much as you did. You were nice and understanding and most of all helpful."

D. M.

To Linda Perkins, Division of Benefits and Medical Eligibility, Phoenix

"Thank you for your kindness, help and professional attention. I can barely keep things together, but thanks to you and your supervisor Kathy Reese, you have made my life easier. Please thank her for me. Thanks again."

C.G

To Eileen Tohonnie, Division of Employment and Rehabilitation Services, Flagstaff

"I'm writing this letter to thank you for having such a concerned, caring, fast-acting employee working on your staff. Eileen Tohonnie has been working closely with me thru vocational rehabilitation. I feel blessed I am now progressing forward since she has been on my case. I feel like a "Make A Wish" person. Today is my 5th day training at Safeway. . .this has been my dream job for sooo long. And it all was made possible because of this person on your staff, "Eileen Tohonnie is too good for words. Thank you once again for having her on your staff!"

Y.B.

To Dorothy Crouse, Division of Employment and Rehabilitation Services, Phoenix

"You are one fine lady. I appreciate you helping me. I talked to so many people. At times I felt like giving up. Then I talked to you and you helped me. . .I know you like your job. You deserve credit for doing such a good job. Thank you. May God bless you and your family."

P.M.

To Barbara Robison, Division of Developmental Disabilities, Tucson

"I felt so compelled to call to let someone know that I really feel like Barbara should be recognized for the outstanding job she does as a case manager. My son has been with the DDD system since he was 18 and he's 32 now. . .and I'm going to tell you Barbara is absolutely outstanding. She never misses a meeting, never misses a home visit, and I'm telling you she's always available for my son. . .Someone needs to let her know what a great job she's doing because I would not trade her in for a million dollars because she is absolutely wonderful! I appreciate her so very much. Thank you."

M.

The Arizona Department of Economic Security is dedicated to promoting the well-being and self-sufficiency of individuals and families through the delivery of quality integrated services.

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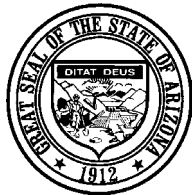
(602) 229-2720

TTY: Arizona Relay Service

1-800-367-8939



Arizona Department of Economic Security



Jane Dee Hull, Governor

John L. Clayton, Director

Quality Counts

By Gloria Diaz

Turning Clients Into Customers

Two of the driving goals of DES are “Improve Customer Access, Service and Satisfaction throughout the State” and “Create a Department Culture that Supports Employees and Fosters Excellence in Human Service Delivery.” One of the strategies by which we plan to achieve these goals is the rollout of a customer service training program.

The DES Office of Personnel Management (OPM) took these goals to heart. Through their strategic plan, they embarked on a number of initiatives to improve their customer service. So, when the Office of Organization and Management Development (OMD) announced that they were ready to rollout the first in a series of new customer service classes, the entire OPM staff quickly enrolled.

On April 9 and 10, 20 members of OPM attended Customer Service Excellence, Part One. The remaining 20 staff members attended the class on May 6 and 7. The OPM staff saw the value of attending the class as a cohesive workgroup, but to avoid a decline in customer satisfaction, they split up their

attendance to ensure customers would not be inconvenienced. The Office of Personnel Management has now become the first workgroup within DES to have 100% of its staff complete this class.

Tonnie Griffin, of the Employee Relations area, said, “the class was useful in helping OPM employees see how important their roles are in the overall plan to improve customer service.” Course designer Bobbie King stated that “the greatest benefit to attending as a workgroup is developing and agreeing on standards of service for the entire office.”

Each unit within OPM developed their own service standards, and each staff member signed a commitment to adhere to those standards. “The next step for OPM,” says Tonnie Griffin, “is to develop one set of standards for the entire office. We will work on this at our next staff meeting!”

For more information on Customer Service Excellence, see the OMD Catalog in the DESS Public Folder in Outlook, or call OMD at (602) 229-2700.